Troubleshooting/FAQs - SpeedCoach XL®

The most effective way to troubleshoot the SpeedCoach unit is to narrow the variables and determine which component is at fault. In order to do this, you will need to trade units with a fellow rower. You should use his or her unit (with the same stroke-mode setting and calibration number as your unit) on your dock station. The fellow rower should use your SpeedCoach (with the same settings) on his or her docking station. This will allow you to determine if the control unit or the docking station is at fault.

Need Help?

Our NK Knowledge Center is available 24-7, and has answers to many common questions, along with tips and tricks for using NK products. please visit www.nkrowing.com.au

For email assistance with the installation or operation of your NK product, write info@nk.com.au

Or call 02 6258 9380 Monday to Friday, 9 to 4.

PROBLEM	POSSIBLE REASON	POSSIBLE SOLUTION
stroke rate is doubled	unit is in 1-STROKE mode	reset mode to "2-STR"
no stroke rate or speed readings	unit is not in contact with mounting bracket	push unit onto mounting bracket until loud click is heard. Be sure Lanyard is not interfering with the connection.
no speed/split readings	impeller is not installed	install impeller
no speed/split readings	impeller is not installed close enough to the blue sensor	mount impeller within 10" of the blue sensor
inaccurate speed/pace reading	incorrect calibration #	reset calibration #
no stroke rate readings	magnet is not passing close enough to black sensor	adjust magnet installation so that the magnet passes within 3/4"'s of one another
no stroke rate, timer, or distance	possible seat sensor failure	put SPC in 0-stroke mode to bypass the seat sensor
timer does not start	unit in STOP or MEMORY mode	clear STOP

My unit says 1% FULL while charging, even after it's been charged for a few hours.
The first time a unit is charged, as well as after a Full System Reset, the XL battery must be "taught" what 100% full is. The battery must be plugged in overnight to achieve a full charge, and the unit will shut off when it's finished charging.

If your unit's battery indicator still does not display a full charge after an overnight charge, try using a different charger. If the new charger successfully charges the unit, then the original charger is faulty and should be returned to NK. Otherwise, try a full system reset.

The unit powers on (with 3 beeps), but the screen is blank or black.
It is possible that the XL woke up from the battery change with the display contrast at a level that makes the screen unreadable. Try a full system reset.

XL3 & 4 only: If the Boat unit seems to be working correctly and the Coach unit is not receiving data, check that:
1. There are boats in range - the XL's range is approximately 400 meters. For a list of boats that are within range of the Coach unit, press the top right button, and then select Boats In Range. For optimal performance, mount the Coach unit on the dash of the launch. Both units' antennas should be vertical. The XL units work better the higher they are above the water, and in line-of-sight. If the Coach unit is on your lap or at the bottom of the launch, it may have difficulty picking up a weak signal.

2. All units' radios are turned ON. To check, press the top right button and scroll down to Radio Settings. The first line is RADIO, and it must be ON.

3. The Coach unit set to Coach, and the Boat units set to Boat.

4. The "**group name"** and "**ID**" are matching in **ALL** Coach and Boat units.

5. The Boat units are all set to **different** channel numbers.

6. All units are charged (It is preferable to charge the battery before the SpeedCoach XL's battery is completely flat).

7. Both units have antennas, and they are attached correctly. When attaching the antenna, finger tighten only, no more than four full turns. Over-tightening may damage the antenna. It is recommended that you leave the antenna attached whenever possible, even if the radio function is turned off.

Some but not all of the Boat units are showing up on the Coach unit. Boats are "disappearing" from my Coach unit.

When you have multiple Boats and/or Coaches in a network coming in and out of range, it is possible for Boats to "disappear" from the Boats in Range. Simply refresh the network by pressing the top right button to enter the Main Menu and select "Refresh Network". This is due to the complex nature of the network that is set up by the SpeedCoach XL, and anytime the network is intermittent or inconsistent, "Refresh Network" usually fixes the problem.

Why is "Reconfiguring Radio" on my Coach unit's screen?

If there are no boats in range, the Coach unit will continually look for Boat units, and "Reconfiguring Radio" will appear on the screen. Either your boat units are too far away to monitor, or they are not set up correctly.

For optimal performance, mount the Coach unit on the dash of the launch. Both units' antennas should be vertical. The XL units work better the higher they are above the water, and in line-of-sight. If the Coach unit is on your lap or at the bottom of the launch, it may have difficulty picking up a weak signal.
Check the above sections to make sure that the Boat units are set up correctly.

I'm not getting a heart rate displayed on my XL2/4.

If you are using an XL2/4 with the heart rate sensor and a Polar compatible coded or non-coded chest belt, heart rate values are displayed on your XL unit. If the XL4 unit is not displaying heart rate values, check:

1. Ensure that you are using a POLAR or compatible chest strap transmitter.

2. The heart rate sensor is attached correctly to the XL2/4 unit, (insert the plug and twist) and the sensor is mounted in the correct location (in line and perpendicular to the stroke rate sensor, and within 1 metre of the chest belt at any time during the stroke).

3. The heart rate sensor plug is not damaged.

4. There is not another chest belt within 2 metres of the sensor. This applies to watch-style heart rate monitors with coded or un-coded chest straps.

5. Your chest strap is working properly. Try using the chest strap with another heart rate monitor (such as a watch), or using a different chest strap with your XL2/4 unit.

6. The ideal location to mount the sensor is on the side of the boat, in line with the stroke rate sensor and oriented perpendicular to the stroke rate sensor. If the sensor is mounted in between the tracks, the seat magnet can potentially cause inconsistent heart rate readings. Try to mount thesensor so that the chest strap always remains within 3 feet of the sensor.

My unit froze while trying to recall data and I can't get it to work now.

Code versions H1.09 and lower had a bug that sometimes resulted in the unit locking up while reviewing data. This error was corrected in code version H1.10. If you experience this error, contact NK to have the XL unit upgraded to the current code version at no cost.
To determine what your unit's code version is, press the top right button to go to the Main Menu, and scroll down to "About."

I tried all those things and it still doesn't work!

Do a **"FULL SYSTEM RESET"** as described below.

If you have determined that your unit is set up correctly and still not working properly, perform a **Full System Reset**. This function is like rebooting your computer, and often times fixes unidentifiable issues. Performing the Full System Reset will return ALL settings to the factory default settings, and ALL memory is erased. Therefore, if you have adjusted your calibration number, you will have to reset it. If you have set the unit's name, group name and private ID, you will have to reset these. You can also perform a "soft" reset from the "system settings" menu. Otherwise, you can perform a "hard" reset as described below.

The unit must be switch off to perform this reset.
Then press the following buttons in this order to initiate the **Full System Reset**:

1. Hold buttons ▷ and ▲ at the same time with your thumbs for 3 seconds.

2. While continuing to hold ▷ and ▲ buttons, press and hold ⏻ button with your left index finger for 2 seconds, and then release your index finger, still holding ▷ and ▲ buttons.

3. Then press button ▶ by rocking your left thumb down onto this button.

This should turn the power on and start the Full System Reset sequence. Release all the buttons. After the Reset, your contrast will be returned to the factory setting and all memory will be cleared.

If you've performed a Full System Reset and the unit is still not working properly, contact NK on info@nk.com.au.

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